**Tuan Linh**Business Analyst  **Email:** tuanlinh1404@gmail.com **Phone:** +84 909 420 198 **Skype:** live:tuanlinh1404

**Profile Summary**

* Year of experience in Business Analyst role.
* Experienced with all stages of the software development life cycle in the Agile process & testing process.
* Have experienced in several domains: Banking & Finance, Medicine, Real-estate and CRM.
* Familiar with reporting tools: Jira, GitHub.
* Automation & Manual Tester for over 2 years of experience.
* Having knowledge in testing Web Application, Hybrid Mobile Application, and Window Application.

**Employment History**

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| **Career Orientation** | I’m always fascinated with working directly to client/end user; therefore, I can get to know my customer’s problems and able to give out my solutions then transfer to development teams. |
| **Aperia Solutions** |  |
| Jul 2021 – Present | **Business Analyst**  Aperia helps me to pursue a professional Business Analyst career in both waterfall and Agile processes, after a year of learning how to host meetings, refine requirements, documenting and diagramming charts (flows, states, wireframes, ...) of projects. Therefore, I am confident in looking for other opportunities in my Business Analyst career.   * Project domain: Banking and financial web application * Responsibilities:   + Gather, analyze, clarify and refine requirements from clients   + Work together with develop team to bring out solutions   + Host Agile ceremonies, sprint planning and retrospective   + Demonstrate app features to product manager and clients   + Create functional specification document:     - Use cases, flows, states diagrams     - Co-op with Designer for application UI/UX   + Support function/feature testing   + Report to Product Manager about Sprint’s accomplish ability, status of features, stories, bug fixes and test cases. * Technology: React, .NET   Sub-team size: 7 |
| **FPT University** |  |
| Sep 2020 – Dec 2020 | **Capstone Project Leader** After postponing my graduation for job, I decided this was the best time to continue it. So, I switched from a full-time position to part-time in order to still be able to maintain the necessary skills.   * Project domain: B2B Group Buying System * Responsibilities:   + Gather, analyze and clarify requirements   + Design system model, architecture, database and core flows   + Review and track team members’ process   + Technical documentation:     - Create Software Requirement Specification     - Design and create Use cases diagram     - Draw Entity Relationship diagram, class diagram     - Draw Sequence diagram, Flow diagram   + Analyze, create and execute test cases * Technology: React, Javascript, .Net, Microsoft SQL Server, Firebase * Team size: 4 |
| **TMA Solutions** |  |
| Sep 2019 – Jul 2020 | **Automation Tester** Later, I decided to change to Automation Testing for more challenges. Learning and writing test scripts using Robot Framework & Katalon for many testing projects...   * Project domain: Fitness appointment hybrid application * Responsibilities: * Design and develop automation scripts * Execute automation test suites * Extract test reports and analyze * Investigate issues, bugs and give feedbacks * Technology: Robot Framework, Katalon Groovy and Selenium C# * Tools: Katalon Studio, Visual Studio Code, Postman * Sub-team size: 10 |
| Oct 2018 – Dec 2018 | **Technical Writer**  After doing Manual Tester for quite some time, I applied for Technical Writer to learn flows and solutions for variety of projects.   * Project domain: Medical support web application * Responsibilities: * Clear understanding and knowledge of product * Technical documentation * Develop product manuals, guides, help sections * Team size: 5 |

**Education**

Jan 2016 – Dec 2020

**FPT University**  
Bachelor of Software Engineering

**Advanced Skills and Knowledge**

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| **Business Analyst** |  |
|  | Verbal and written communication in English |
|  | Familiar with both Waterfall and Agile process |
|  | Experience in using Documenting/Diagramming tools |
|  | Advanced use of JIRA, Microsoft Excel, Word |
| **QA/QC Automation** |  |
|  | Robot Framework in Python |
|  | Selenium in Java/C# |
| **Domain Knowledge** |  |
|  | Banking  Bills and Finance  Medicine  Real-estate  Customer Relationship Management |